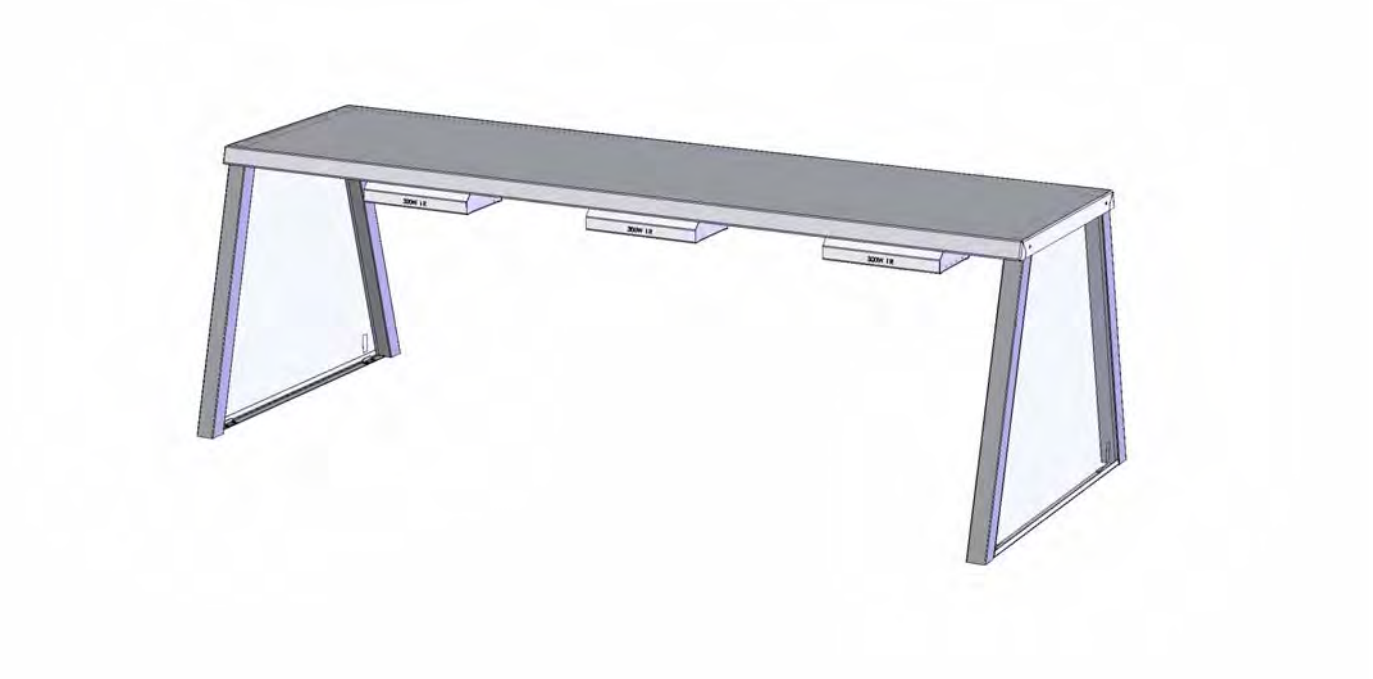

CULINAIRE STRAIGHT GLASS HEATED GANTRY

Models: CH.CG.3GH, CH.CG.4GH, CH.CG.5GH, CH.CG.6GH, CH.CG.7GH, CH.CG.8GH

FEATURES
✓ Grade 304 Double Skinned Stainless Steel Construction in No. 4 Satin Finish
✓ Double Skinned Construction with Air Insulation
✓ Clear Glass to Ends
✓ Quartz Infrared Heat Lamps
✓ Supports Plates up to 400mm Deep
✓ Easy-to-Remove Parts for Cleaning

OPTIONS
✓ Sneeze Guard (CH.CSG.*x*G.*h*)
✓ Fixed Front Glass (CH.CGF.*x*G.*h*)
✓ Fixed Front Glass and Rear Glass Sliding Doors (CH.CSD.*x*G.*h*)

Due to continuous product research and development, the information contained herein is subject to change without notice

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General Recommendations

Important Information

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or service technicians.

All persons operating this appliance MUST read the **operation section** of this manual and be instructed by trained personal on the correct use of the appliance. If additional user manuals are needed talk to your distributor or visit the Culinaire website.

Do NOT store or use gasoline or other flammable vapours or liquids in the vicinity of this or any other appliance.

Qualified personnel, specifically trained in the following instructions, can perform installation and service of the machine.

Disclaimer:

The manufacturer and distributor cannot be held responsible or liable for any injuries or damages of any kind occurred to persons, appliances or others, due to abuse and misuse of this appliance in regards to installation, un-installation, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All appliances made by the manufacturer are delivered assembled, where possible, and ready to install. Any installation, un-installation, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a TRAINED AND AUTHORISED SPECIALISTS will result in the IMMEDIATE LOSS OF THE WARRANTY.

The manufacturer cannot be held responsible or liable for any unauthorized modifications. All modifications must be approved by the manufacturer in writing before initiating. All modifications or works performed to this appliance must be performed at all times by a TRAINED AND AUTHORISED SPECIALISTS.

General Safety

Service

Stoddart, one of our agents, or a similarly qualified person(s) should carry out any and all repairs, maintenance and services. Any repair person(s) should be instructed to read the safety warnings within this manual before commencing work on these units. Do NOT remove any **cover panels** that may be on the appliance.

Sharp Edges

Steel cutting processes such as those used in the construction of this appliance result in sharp edges. Whilst any such edges are removed to the best of our ability it is always wise to take care when in contact with any edge. Particular care should be taken to avoid contact with any internal edge, all repair or maintenance person(s) prior to commencement of any servicing must read the **maintenance section** of this manual.

Power Cables

Ensure that any damaged power cord is replaced before further use. ‘

Hot Surfaces

This unit can get **very** hot. Ensure everyone is aware that the appliance is operating and take care to avoid contact with hot surfaces.

Specifications

Introduction

The Culinaire® Heated Gantries have been specifically designed to meet the rigorous demands of a busy food service operation. Your A-Frame Gantry is manufactured from high quality, 304 grade, 1.2mm stainless steel.

The Culinaire® range of Gantries can be fitted to Bain Maries to improve the longevity of food storage and to comply with hygiene standards. Gantries are designed to enclose 1/1 Gastronorm pans.

Each Heated gantry has been assembled and tested according to Stoddart strict quality standards. The Heated Shelves has been designed to hold cooked plated food temporarily above 65°C to meet health department requirements.

Note:
To fit a Culinaire® Gantry to the Culinaire® Bain Marie CH.CBM*x*.U series, or Bain Marie Hot Cupboard CH.CBMH*x*.U series, you will also need a suitable work-top.

Standard work-tops are available. Refer CH.CTBM.*x*d and CH.CT.*x*i. (Sold separately) Alternately, a custom top will need to be provided.

Model Variations

The Culinaire® Heated Gantry have multiple variations to the original product.

Standard Gantry Plus Sneeze Guard - **CH.CSG.*x*G*h***

Standard Gantry Plus Fixed Front Glass – **CH.CGF.*x*G*h***

Standard Gantry Plus Fixed Front Glass and Rear Doors – **CH.CGD.*x*G*h***

Technical

Important!

This unit is used in conjunction with the Culinaire® Bain Marie CH.CBM*x*.U or Bain Marie Hot Cupboard CH.CBMH*x*.U.

Code Explanation

Code	Explanation
CH	Culinaire® Heated
CG	Culinaire® Gantry
***x*G**	Straight Glass Gastronorm Unit 3 = 3 Module 4 = 4 Module 5 = 5 Module 6 = 6 Module 7 = 7 Module 8 = 8 Module
h	H = Heated 'blank' = Ambient

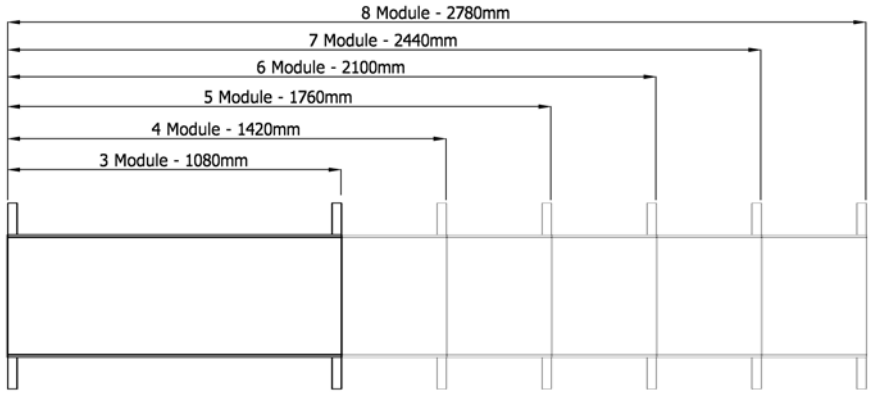
Technical Specifications

SPECIFICATIONS			
Model	**CH.CG.3GH**	**CH.CG.4GH**	**CH.CG.5GH**
Height	475mm	475mm	475mm
Width	1082mm	1422mm	1762mm
Depth	602mm	602mm	602mm
Voltage	220-240V, 50Hz		
Power	600W	900W	1200W
Current	2.5 A	3.75 A	5 A
Connection	1 Phase, Neutral, Earth		
Temperature Range	65-90°C		
Number of Heat Lamps	2 x 300W Quartz IR	3 x 300W Quartz IR	4 x 300W Quartz IR
SHIPPING			
Height	650mm	650mm	650mm
Width	1285mm	1525mm	1965mm
Depth	800mm	800mm	800mm

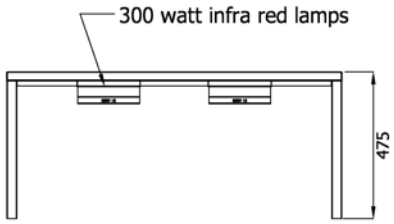
SPECIFICATIONS			
Model	**CH.CG.6GH**	**CH.CG.7GH**	**CH.CG.8GH**
Height	475mm	475mm	475mm
Width	2102mm	2442mm	2782mm
Depth	602mm	602mm	602mm
Voltage	220-240V, 50Hz		
Power	1200W	1500W	1500W
Current	5 A	6.25 A	6.25 A
Connection	1 Phase, Neutral, Earth		
Temperature Range	65-90°C		
Number of Heat Lamps	4 x 300W Quartz IR	5 x 300W Quartz IR	
SHIPPING			
Height	650mm	650mm	650mm
Width	2300mm	2640mm	2980mm
Depth	800mm	800mm	800mm

Due to continuous product research and development, the information contained herein is subject to change without notice

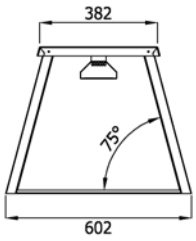
Technical/Connection Diagram



Plan View



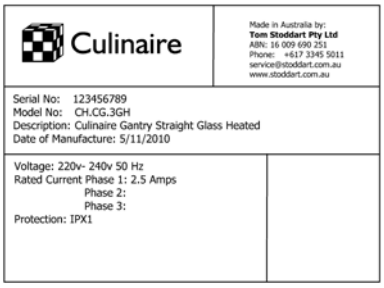
Front Elevation



End Elevation

Rating Plate

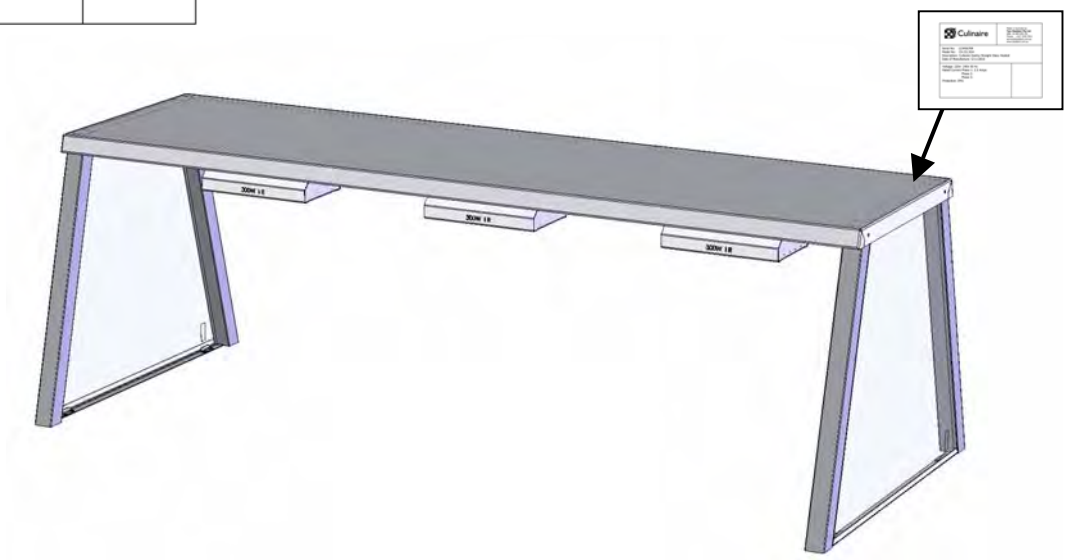
The rating plate of the appliance contains identification and technical data. Rating plate supplied separate. The label has to be mounted at electrical connection.


Culinaire

Made in Australia by:
Tom Stoddart Pty Ltd
ABN: 16 009 690 251
Phone: +617 3345 5011
service@stoddart.com.au
www.stoddart.com.au

Serial No: 123456789
Model No: CH.CG.3GH
Description: Culinaire Gantry Straight Glass Heated
Date of Manufacture: 5/11/2010

Voltage: 220v- 240v 50 Hz
Rated Current Phase 1: 2.5 Amps
Phase 2:
Phase 3:
Protection: IPX1



Due to continuous product research and development, the information contained herein is subject to change without notice

Installation

General Precautions

WARNING!

Installation must comply with local electrical and health & safety requirements. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.

- Do **NOT** use this appliance for other than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Regulations require that all units be installed to the appropriate Australian standards.
- Regulations require that authorised persons carry out all electrical and plumbing work.
- Only use this appliance with voltage specified on the rating label.
- Be careful not to touch moving parts.

Important!

Ensure that a qualified technician sets up and installs this unit.

Setting Up

Important!
This unit is used in conjunction with the Culinaire® Bain Marie CH.CBM*x*.U or Bain Marie Hot Cupboard CH.CBMH*x*.U.

Handling

- Use suitable means to move the appliance e.g. a lift truck or fork pallet trucks.
- Personal protective gear MUST be used when handling the unit

Important!
If moving the unit with a machine with forks, ensure the forks REACH all the way beneath the unit.

Unpacking

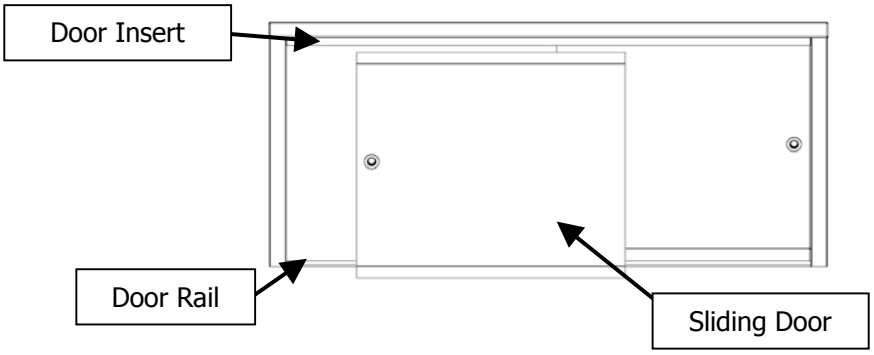
- Check the unit for damage before and after unpacking. If unit is damaged, contact the dealer.
- **Wear protective gloves** to unpack the unit from the box.
- The unit is supplied fully assembled, the rear sliding doors are packed separately.
- Unpack and visually inspect the unit for damage or missing parts. Report any problems to the distributor or manufacturer.
- Remove all protective plastic film, tapes, ties and packers before installing and operating. Clean off any glue residue left over from the protective plastic film.
- Wipe all surfaces with a clean, sanitised cloth.

Positioning

- Position the unit before setting up the electrical work.
- Ensure the unit is **NOT** positioned where an exhaust fan or air conditioning is above the unit.
- Allow approximately **300mm gap** between this unit and any other unit emitting heat and/or grease.

Rear Sliding Doors (CH.CGD.xGH Model)

- When inserting, ensure the rollers on the door are at the bottom to place on the door rail.
- Ensure the first door is placed on the back rail to allow the second door to be inserted.
  1. Insert the top into the top door INSERT and push UP.
  2. Swing the door IN and drop the door DOWN into the door rail.
  3. Repeat for the second door.

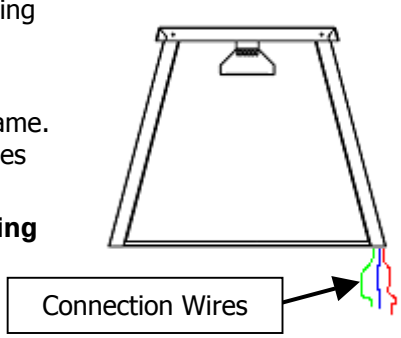


Electrical (Qualified Personal Only)

WARNING!
This unit MUST be installed in accordance with AS/NZS 60335.1 and complies with local laws

Power Supply

- It is recommended that all power is hard wired into the Culinaire® Bain Marie CH.CBM*x*.U series or Bain Marie Hot Cupboard CH.CBMH*x*.U. No power cord or plug is supplied with the unit.
- Ensure that all **power supplies are switched OFF** before hard wiring the unit.
- Ensure that there is an **isolation switch** installed near the unit.
- To connect the power, the unit has **wires** at the bottom of the A-Frame. The power switches are on the Culinaire® Bain Marie CH.CBM*x*.U series or Bain Marie Hot Cupboard CH.CBMH*x*.U.
- Units can be different phases, check the electrical ratings on the **rating label** located near the terminal block or in the specification manual.
- Ensure that all wiring is placed out of the harms way and cannot be damaged when the unit is in operation.



WARNING!
Do NOT overload the power supply. See the rating label for the power, voltage and current supply.

Grounding

- This unit MUST be grounded. A grounding connection is supplied with the A-frame structure.
- All electrical wiring within the unit is correctly grounded when leaving the factory.

Due to continuous product research and development, the information contained herein is subject to change without notice

Operation

General Recommendations

When using any electrical appliance, safety precautions should always be observed.

Our appliances have been designed to give high performance. Hence, the appliance must be used exclusively for the purpose for which it has been designed.

Read these instrucitons carefully and retain for future reference.

Important!

This appliance should not be operated by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance by persons responsible for their safety.

- All appliances **MUST** be installed according to the procedures stated in the installation section of this manual.
- In the case of new personnel, training is to be provided in advance.
- Do **NOT** use this appliance for any other purpose than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Take extreme care when placing plates or removing products from the heated gantry as steam may be expelled from hot food.
- Do **NOT** touch the heat lamps.
- If any fault is detected, disconnect the unit from the mains and call the manufacturer or distributer for repair.
- This appliance is **NOT** waterproof. Do **NOT** use hoses or harmful materials on the appliance.
- If the power supply cord becomes damaged, it must be replaced the by manufacturer, an authorised service agent or similarly qualified persons to avoid a hazard.
- Do **NOT** use sharp objects to activate controls.
- If any fault is detected, disconnect the appliance from the mains and call the service agent.
- Do **NOT** use the appliance in an explosive atmosphere.
- The manufacturer declines any liability for damages to persons and/or things due and to an improper/wrong and/or unreasonable use of the unit.

WARNING!

The surfaces of this unit are HOT when operating. Signage should be displayed for personal and customers.

Gantry Operation

Important!

This unit is used in conjunction with the Culinaire® Bain Marie CH.CBM*x*.U or Bain Marie Hot Cupboard CH.CBMH*x*.U.

Power

- Heat Lamps can be switched ON or OFF with the **GANTRY** button on the Bain Marie or Bain Marie Hot Cupboard.
- Lamps MUST be switched ON when the unit is in operation. Steam from foods can pool on the lamps and damage the wiring.

WARNING!

Lamps MUST also be left ON 10 – 15 minutes after operation as the well still produces steam.

Surfaces

- Nothing should be stored on the top of the unit.
- Ensure the surfaces on/around the Gantry and Bain Maries are cleaned **continuously** to prevent contaminants entering into the food.
- When operating, the **surfaces may be hot**. Signage should be displayed for personal and customers to ensure no one will burn themselves.

Food Temperature

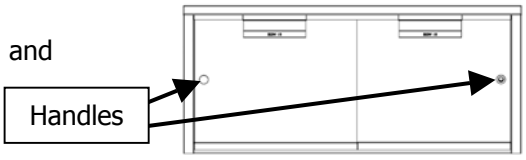
- All food MUST be pre-heated/cooked before placing under the gantry. Attempting to cook food with the heat lamps can lead to food poisoning.
- Ensure the gantry is maintaining the food temperature over **65°C**.
- It is important to **regularly monitor** the food temperature in each pan/plate.

Important!

This unit is not designed to cook products, it only maintains them above the regulated 65°C serving temperature.

Rear Sliding Doors (CH.CGD.xGH Model)

- As glass can be HOT, ensure the rear door slide are OPENED and CLOSED with the handles.



After Hours

- This unit is **NOT** designed to store product after hours. The unit MUST be **switched OFF**.
- All storage of food should comply with local health standards and regulations.

Cleaning

WARNING!

Switch the unit OFF at the main power supply before cleaning.

Schedules

- The unit should be cleaned at the end of the **EVERY WORK DAY**.

Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit.
- All liquids on or around the unit MUST be cleaned up **straight away**.
- **Do NOT use abrasive pads or cleaners** on the stainless steel or any other metal parts of the unit**.**
- **Do NOT use industrial chemical cleaners or caustic based cleaners**, many will damage the metals and plastics used on this unit.
- When drying, metal surfaces should be wiped with a soft cloth in the same direction as grained polish.
- Ensure all due care is taken when cleaning the heat lamp bulbs, they can become damaged.
- **Do NOT remove any screw** for cleaning. All internal sections of the unit are to be cleaned by a **qualified technician**.
- For maintenance of stainless steel surfaces, check the maintenance section for more information.

Important!

Some commercial stainless stain cleaners leave residue or film on the metal that may entrap fine particles of food, thus deeming the surface not FOOD SAFE.

External Surfaces

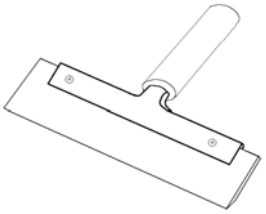
- Clean the stainless steel and metal parts with warm (not hot) soapy water and a sponge.
- Rinsed the stainless steel and metal parts with clean, fresh water.
- After cleaning, thoroughly wipe the stainless steel and metal parts dry with a soft cloth. Do NOT let water pool on the unit. Check crevices and folds.

WARNING!

The external surfaces of this unit are NOT waterproof, do NOT hose.

Glass

- Clean the glass with a glass cleaner or warm (not hot) soapy water, and a sponge.
- Wiping dry with a squeegee is best.



Sliding Door Tracks (CH.CGD.xGH Model)

- Remove sliding doors for cleaning.
- Sliding door tracks should be vacuumed out and cleaned with hot soapy water.
- Tracks should be dried thoroughly before replacing the sliding doors.

Maintenance

WARNING!
Switch the unit OFF at the main power supply before any maintenance or servicing.

Routines

Schedules

- To maintain optimal performance cleaning and maintenance schedules must be regular and thorough.
- The unit should be cleaned at the end of the **EVERY WORK DAY**.

Log Books

- Log books should be kept for all cleaning and maintenance of this unit.

Inspection

- Surfaces should be checked at least **once a week** for damage or deterioration. Glass gantry should be inspected for chips or cracks.
- As part of the maintenance, a **qualified technician MUST** check the controls, mechanical parts and electrical wiring for damage, deterioration or need of adjustment.

Faults

- Not repairing small faults immediately can cause a complete breakdown. If any small faults occur, have them attended to promptly by a **qualified technician**.
- All faults should be reported to the distributor and manufacturer.

WARNING!
If any electrical wires are damaged, the unit must NOT be switched ON until the parts have been fixed as injury or death can occur.

Water Damage

- Water damage to the electrical and mechanical parts of unit can occur through hosing on or around the unit.
- Improper cleaning of the unit can lead to water damage.
- If water damage occurs allow the unit to dry and ensure the unit is checked by a **qualified technician** before switching the unit ON.
- All water damage that is not due to construction or mechanical faults is not covered by warranty.

WARNING!
If any water damage occurs, the unit must NOT be switched ON.

Stainless Steel Protection

Cleaning

- For cleaning the stainless stain, check the cleaning section of the operation manual.
- All metal surfaces should be checked while cleaning for damage, scuffs or scapes as these can lead to rust and further damage to the product.

Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust.
- Any sign of mild rust or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible.
- **NEVER** use abrasive pads or cleaners for cleaning.
- Medium rust or corrosion can treated by a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric. Do **NOT** use cleaning agents with chlorides or other harsh chemicals as this can cause corrosion. A lemon slice or a few drops few drops of lemon juice added to the water can be used as a substitute**.** After treatment, wash with warm (not hot) soapy water and dry thoroughly.
- Thoroughly wipe the surfaces dry after cleaning and do NOT let water pool on the unit. Check crevices and folds for pooling.
- If an abrasive product is used while cleaning, thoroughly dry the unit and leave in an open or oxidised area for the stainless steel protective layer to replenish.
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should NOT be left on preparation surfaces.
- Do NOT leave items on the stainless steel such as cutting boards, rubber mats and bottles.

Surface Finish

- To protect the polish, stainless steel should be dried by wiping a dry soft cloth in the same direction as grained polish.
- For **NON**-food contact surfaces, a light oil can be wiped on the surfaces with a cloth to enhance the stainless steel surface. Wipe in the direction of the grain.
- Some commercial stainless stain cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not **food safe**.

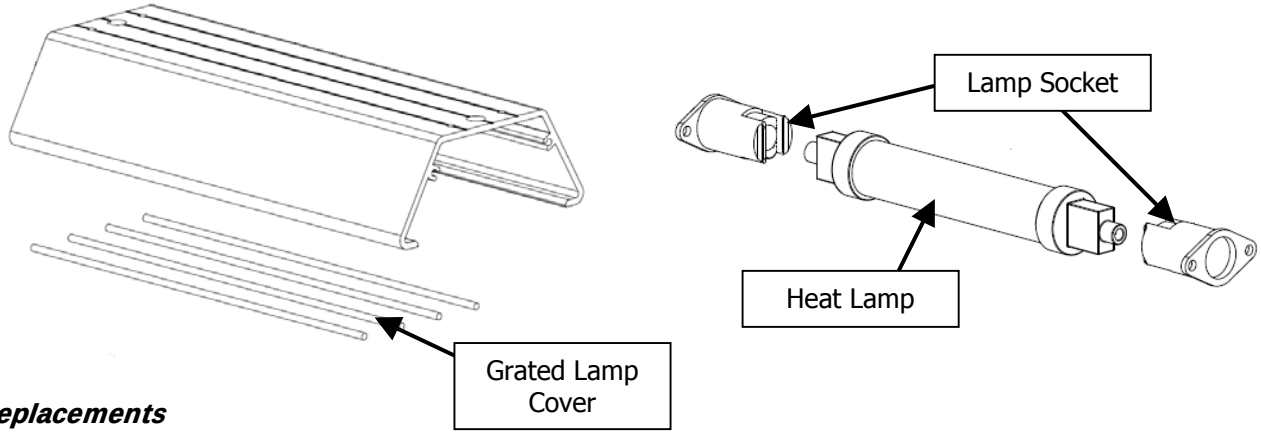
Due to continuous product research and development, the information contained herein is subject to change without notice

Electrical Parts

Important!
All due care has been taken in manufacturing, but there may be SHARP EDGES around the internal sections.

Replacing Heat Lamp Bulbs

- Bulbs should be allowed to cool for 10 - 15 minutes before removing.
- All heat lamp fitting are spring loaded for easy replacement.
- Heat lamp bulbs should only be replaced with gloves or a soft cloth. No skin should touch the new bulb. If skin touches the new bulb, wipe the bulb with a soft cloth and rubbing alcohol to remove all possible oils.
  1. Remove grated lamp cover by pulling on it.
  2. Hold the bulb with a soft cloth or glove, push to side into the socket, slide down and remove.
  3. Place the new bulb in by pushing on the side into the socket and sliding up. Slowly release the bulb into the other socket to ensure that the bulb does NOT become broken.
  4. Replace grated lamp shield.



Replacements

Heat Lamp Bulbs, Glass

- The bulbs can be replaced by others.
- All glass MUST be replaced by a **qualified technician**.

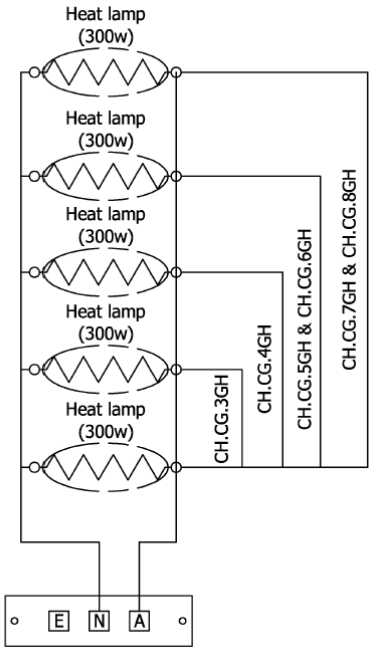
Heat Lamps, Sliding Doors

- The heat lamps and sliding doors can be replaced by the manufacturer.
- The heat lamps MUST be replaced by a **qualified technician**.

Servicing and Replacement Information Line

All Parts
Stoddart Manufacturing:
Sales: 1300 791 954
Customer Service: 1300 307 289
Fax: (07) 3344 6166
Sales: fse@stoddart.com.au
Customer Service: service@stoddart.com.au
Spare Parts: spares@stoddart.com.au

Electrical Diagram



Warranty

Australian Warranty and Contact Details

As the exclusive manufacturer and distributor of Culinaire products in Australia, Stoddart Manufacturing (Stoddart) would like to congratulate you on your purchase of a Culinaire product.

It should be noted by users of the product that it is not designed for household or domestic use and should not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.

Users should also note that if the supply electricity cord is damaged in any way it should be replaced. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

Australian Warranty Policy & Procedure

Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

1. Commercial Warranty

1.1. Stoddart warrants to the original purchaser ("Customer") of equipment manufactured or distributed by Stoddart that for 12 months from the date of installation of the equipment by Customer (the "Warranty Period"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:
   i. Repaired without charge; or
   ii. In respect of any Major Failure which cannot be repaired, replaced or the purchase money refunded.

1.2. Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

2. Consumer Warranty

2.1. Subject to clause 3, equipment supplied by Stoddart to Customer for personal, domestic or household use or consumption comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a Major Failure and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an Acceptable Quality and that failure does not amount to a Major Failure.

3. Warranty Clarification

3.1. Customer acknowledges and agrees:
   i. A Major Failure occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;
   ii. Stoddart can only warrant the equipment will be of an Acceptable Quality when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("Instructions"). Acceptable Quality does not imply a lifetime guarantee for the equipment;
   iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to 12 months when used in accordance with the instructions;
   iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.
   v. The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
   vi. Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;
   vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorized service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs; Public Holidays
   viii. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
   ix. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

3.2. Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:

i. The matters acknowledged by Customer in clause 3.1;
ii. Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
iii. Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
iv. Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
v. Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
vi. Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.
vii. Maintenance, repair or other works not undertaken by a Stoddart authorised service agent
viii. Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
ix. Transportation costs associated with transporting the equipment to a Stoddart authorized service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
x. Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

4. Warranty Claim Procedure

4.1. The following procedure must be followed to claim under Stoddart's warranties:
4.2. Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
4.3. If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and email (service@stoddart.com.au) it to us.
4.4. To complete a Stoddart Warranty Request Form you will require the following information:

i. Proof of purchase stating model number and date of purchase;
ii. The serial number of the equipment (this is located on the ratings plate sticker);
iii. A description of the fault/problem;
iv. Your company details including the exact location of the equipment; and
v. Any restrictions on times or methods of access to the equipment.

4.5. Stoddart will not arrange a warranty call out until it receives the above information from you in writing.
4.6. Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number MUST be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
4.7. Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
4.8. Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

5. Timing of Warranty Services

5.1. Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner

6. General Maintenance and Repairs

6.1. The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

For Warranty, maintenance, spare parts and repairs, contact:
Tel: 1300 307 289 email: service@stoddart.com.au